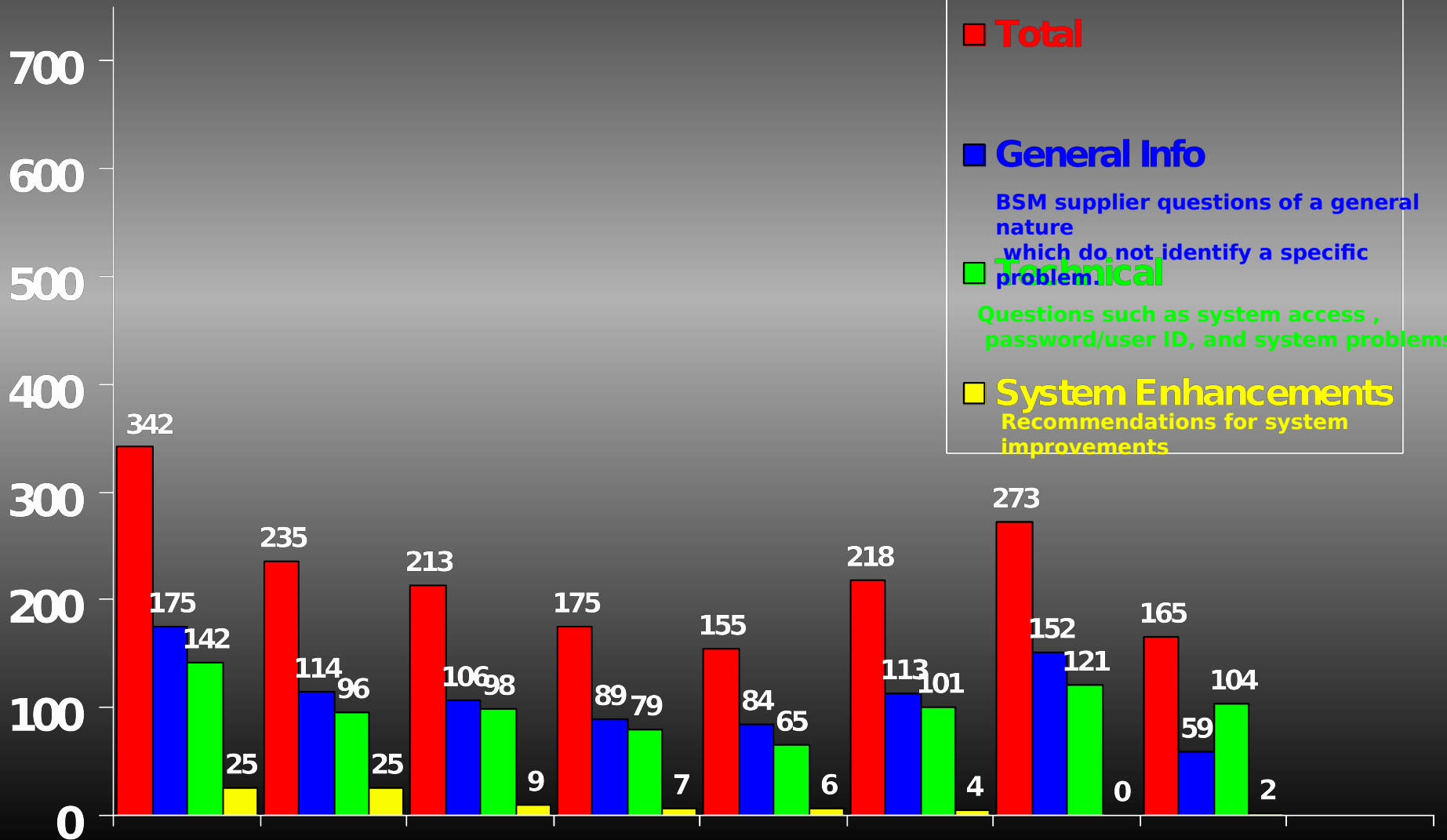




SRweb RELATED CONTACTS

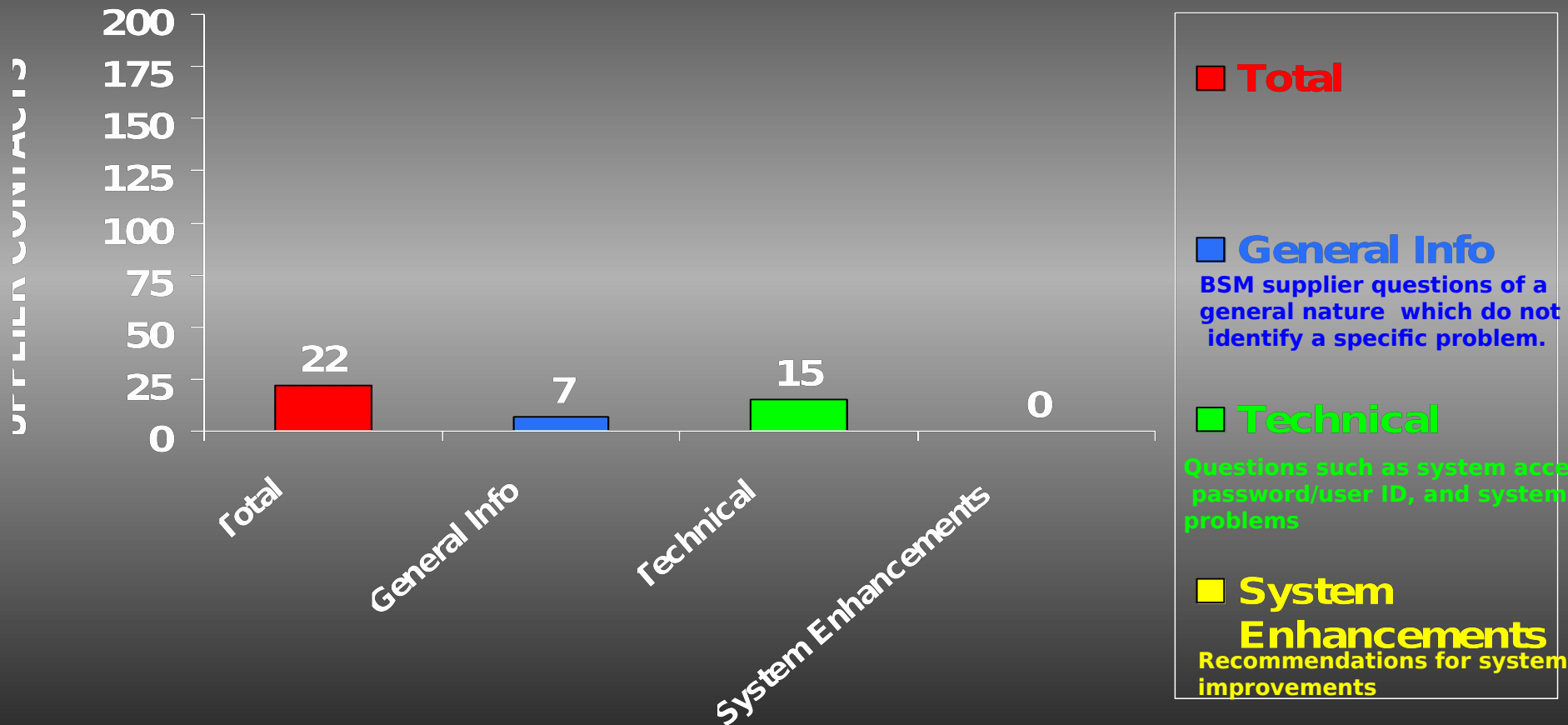
As of 29 May 03





SRweb RELATED CONTACTS

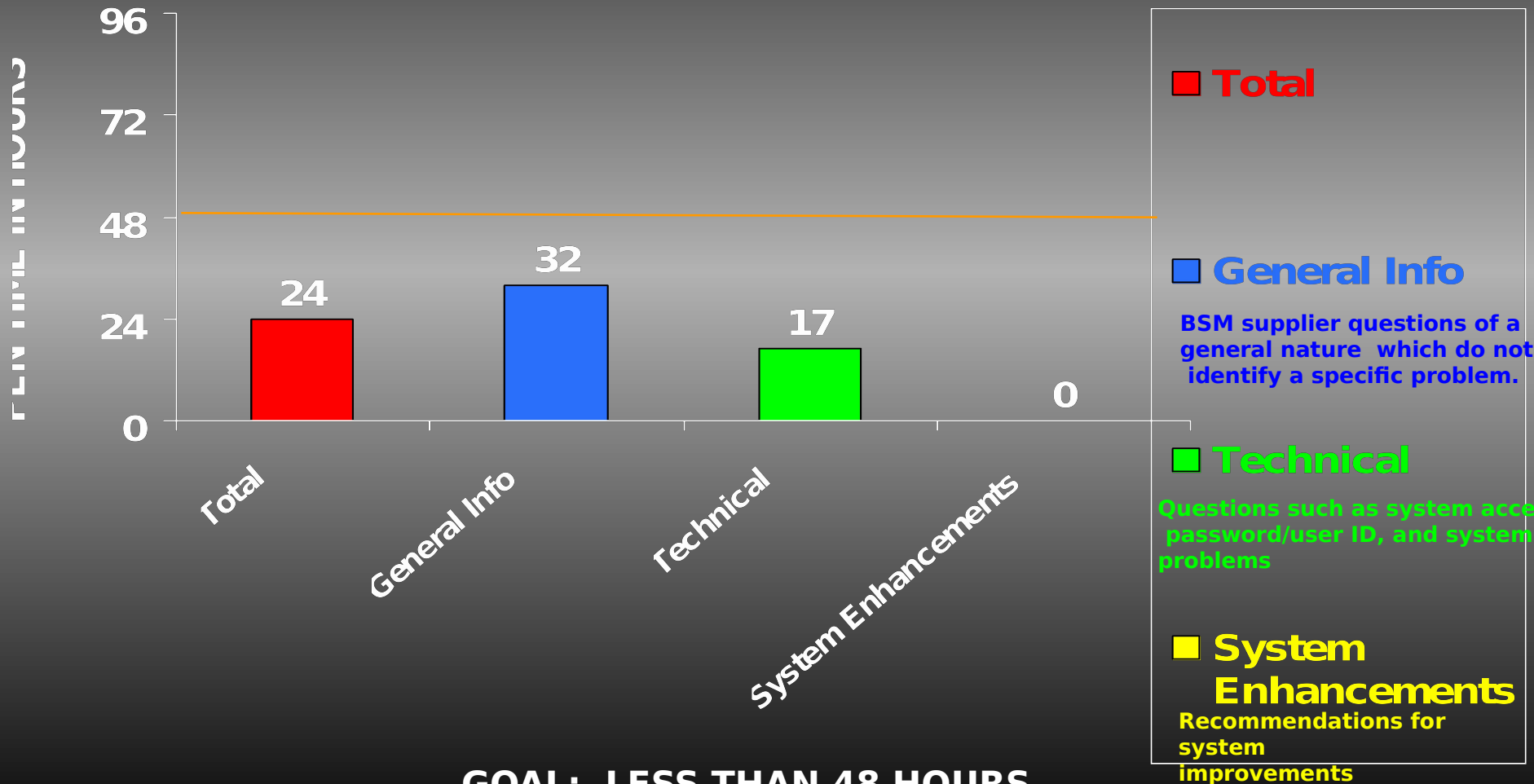
WEEK OF 23-29 MAY 03





SRweb ISSUES

Average Resolution Time
23-29 MAY 03



GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)

